

**UNITED STATES DISTRICT COURT  
DISTRICT OF MASSACHUSETTS**

**NOTICE OF VACANCY**

**POSITION TITLE:** Divisional Office Manager  
Full-Time (FTR), Excepted Service

**ANNOUNCEMENT #:** 10-12

**LOCATION:** Worcester, Massachusetts

**CLASSIFICATION LEVEL:** CL 28/29 \$60,156 - \$116,316 \*

\* Starting salary in the low to middle portion of the range provided above, depending upon qualifications and experience. Classification at the higher level depending on need of court for incumbent to perform work at the higher level; if so, promotion would be available without further competition.

**Opens: November 17, 2010**

**Closes: December 10, 2010**

---

The U. S. District Court Clerk's Office is accepting applications for a full-time Divisional Office Manager in the Worcester Office. This office supports 1 United States District Judge and 1 United States Magistrate Judge. The Divisional Office Manager reports directly to the Chief Deputy Clerk.

---

The Divisional Office Manager is responsible for planning, organizing and reviewing the work and dealing effectively with employees. The incumbent is accountable for the quality and quantity of the work done and for assuring efficient and economical work operations in the Divisional office.

**Representative Duties**

Responsible for management of the Divisional office and staff.

Assigns, directs and plans the work of intake, docket and courtroom deputy clerks. Plans, coordinates and schedules work operations.

Conducts and oversees the training, development and evaluation of staff.

Recommends personnel actions, such as selection, promotion, reassignment, disciplinary action and separation.

Serves as liaison with judges, the bar, the public and other agencies regarding operating procedures, planning, facilities, and other areas as assigned by the Clerk.

Assists the Clerk in the development, implementation and evaluation of goals, policies and procedures in the areas of case flow management, jury management, records management, courtroom services, personnel management, fiscal management and administrative services.

Oversees training for intake, docket and courtroom deputy clerks, including CM/ECF, case management and courtroom procedures. Provides information and guidance to staff on office policies, procedures, rules and compliance requirements.

Coordinates coverage for courtroom deputy clerks as needed; serves as coverage clerk as required. Serves as contact for Pretrial Services, Probation, the U.S. Marshal and U.S. Attorney on court policies and procedures in the absence of courtroom deputies. Monitors time and attendance of all Clerk's Office staff within the Divisional Office. Approves leave requests, certifies time, and prepares biweekly time and attendance reports. Acts as jury administrator for the Divisional office. Reviews and processes general correspondence; sorts and distributes mail; orders supplies and forms. Provides oversight of the CM/ECF help desk. Performs quality control over entries made by staff.

### **Minimum Qualifications**

Five or more years of progressively responsible experience working as a courtroom deputy clerk with a federal or state court.

Thorough knowledge and understanding of the policies and procedures, rules and compliance requirements of the court, including CM/ECF, case management and courtroom procedures.

Broad knowledge of the purpose and content of documents required and used within the court units.

Ability to lead by example and serve as a mentor to others.

Skill in problem solving and resolving conflict.

Ability to communicate (orally and in writing) to individuals and groups. Ability to interact effectively and appropriately with a wide variety of people, use good listening skills and employ tact, diplomacy, and mature judgment. Skill in communicating and working with judges, counsel and others in scheduling events and managing courtroom logistics.

Detail oriented and highly organized with strong project management skills. Ability to conduct research, apply new principles and propose solutions.

Outstanding organization, multi-tasking and presentation skills. Ability to create momentum and assist with the implementation of change within the Clerk's Office.

Proficiency in the use of computer programs, including Microsoft Office.

Dependable and able to work independently. Strong work ethic and interest in working in the public sector.

Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.

**Preferred Qualifications**

Completion of a Bachelor's Degree in business, public administration, judicial administration or related fields.

At least one year of supervisory experience over (2) or more employees.

Knowledge of federal court operations, rules, organizational structure, policies, procedures and internal controls guidelines.

**FBI Background Investigation**

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation and, every five years thereafter, will be subject to an updated investigation similar to the initial one. The investigation includes an FBI fingerprint check, and retention in the position will depend upon a favorable suitability determination.

**Hours**

Clerk's Office hours are 8:30 to 5:00 PM.

**Benefits**

A generous benefits package is available and includes the following:

- Ten (10) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FGLI)
- Flexible Benefits Program (including Healthcare, Dependent care and Commuter Reimbursement Accounts)
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Federal Employees' Group Long Term Disability Program (FGLTD)
- Long Term Care Insurance options through the Federal Judiciary or the Office of Personnel Management (OPM)
- Transit Subsidy Program (upon successful completion of the initial probationary period).

**How to Apply**

Submit by 5:00 PM on Friday, December 10, 2010 all of the following documents as directed below: (1) cover letter, (2) current resume, (3) list of three professional references, including their current contact information, (4) completed AO-78, Application for Federal Judicial Branch Employment and (5) written response to the following: (a) Describe your supervisory experience; (b) Describe a work conflict in which you were involved in the resolution; and (c) Describe your leadership style.

Please send all requested materials to :

**United States District Court**  
**Attn: Susan J. Mohr, Human Resources Director**  
**Vacancy # 10-12**  
**John Joseph Moakley U.S. Courthouse**  
**1 Courthouse Way, Suite 2300**  
**Boston, MA 02210**

Applications also will be accepted by e-mail: [usdcmajobs@mad.uscourts.gov](mailto:usdcmajobs@mad.uscourts.gov). If you apply by e-mail, please make certain the code HR Mail appears in the subject line of your e-mail correspondence.

Application forms (AO-78) are available on our website in fillable format at <http://www.mad.uscourts.gov/>. **Please print or type all information.** If your application does not provide all information requested, or if your applicant packet is not complete, you will not be considered for this position.

#### **Information for Applicants**

Employees of the United States District Court are appointed in the excepted service, and are considered “at will” employees and serve at the pleasure of the Court. All Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. An applicant must be a United States Citizen or permanently eligible to work in the United States. The United States District Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally, court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

The United States District Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein.

**Due to the expected high volume of applicants for this position, the U.S. District Court will only make contact with those qualified individuals who will be invited for an interview.** The Federal Financial Management Reform Act requires direct deposit of federal wages. Successful completion of a six-month probationary period is required.

**NO FAXES PLEASE**

**EQUAL OPPORTUNITY EMPLOYER**